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NETgLearning Search & Select 2.0
User Guide

September 2004

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Revision History

Date	Description
September 2004	Implementation of Phase I features only. Includes Product Marketing review edits.

Contents

Overview

Need to brush up on a new skill? Are you trying to remember how to complete a task or need to refresh your knowledge on a particular topic? Search & Select 2.0 enables quick and concise access to the necessary knowledge when you need it.

You can immediately access the information you need whether it is presented in a course topic, job aid, online book, from a virtual advisor, or other learning option.

Search & Select is a "natural language" performance support tool, which means that you can type your question as if you were asking the person next to you.
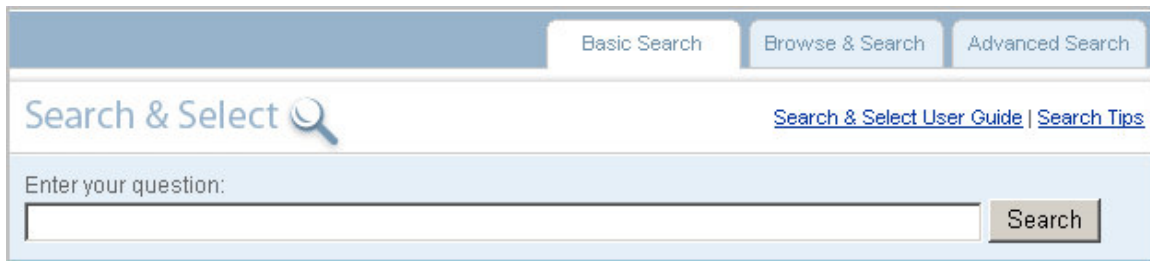
> **Note**:   Search & Select is not case-sensitive, and a question mark is not required. For example, typing "how do i print" returns the same results as typing "How do I print?"

Note that Search & Select looks though a library of learning objects for items that best match your question. It is not a help desk system or a technical reference manual. Keep this in mind when forming your questions, because the goal of the Search & Select service is to provide a true just-in-time *learning experience*, not simply a piece of data. For example, if you receive an error while printing a document, consider asking the question "How do I troubleshoot printing?" instead of "What is error 23?"

On most NETgLearning.com sites, Search & Select is available right on the Welcome page after you log in.

If your Training Administrator has customized your NETgLearning.com site, access to Search & Select may be in other locations as well. On many sites, there may also be a link to Search & Select on the left menu.

If you are accessing Search & Select from a Learning Management System, ask your Training Administrator for the location of the link.

Search & Select offers three search options:

- Basic Search

  A Basic Search enables you to simply ask your question without any need for you to filter the information. When you ask a question using the Basic Search tab, the results may include a variety of learning opportunities appropriate to the question asked and the solutions available on your NETgLearning.com site.

- Advanced Search

  Use the Advanced Search options to narrow your search results. You may choose to make your question more specific by searching for any of the words in your question, all words, or an entire phrase exactly as you typed it. You can also use the Advanced Search to narrow the media type of the results you receive. In addition, you can use the Advanced Search option to select the language of the search results returned.
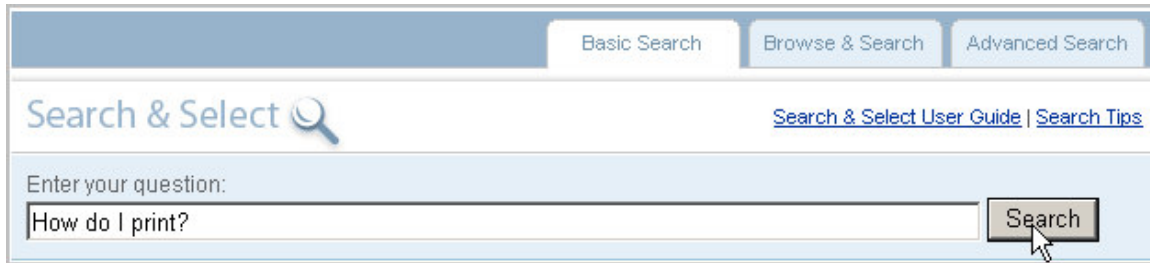
- Browse and Search

  The Browse and Search tab also offers you the ability to narrow your search results. In addition, the Browse and Search tab offers you the ability to locate information even when you don't know the right question to ask. With Browse and Search, you can narrow your search results by choosing an information category, a subject area, a product, or even a specific topic before asking your question. With Browse and Search, you can choose how narrowly you want to focus your search and ask your question at any time. In situations where you aren't sure what question to ask, the Browse and Search option can enable you to view all topics for a specific product, subject area, and category and receive the appropriate results.

Performing a Basic Search

A Basic Search enables you to simply as your question without any need for you to filter the information. When you ask a question using the Basic Search tab, the results may include any variety of learning opportunities appropriate to the question asked and the solutions available on your NETgLearning.com site.

1. Locate the Search & Select question box.

2. Click the Basic Search tab.

3. Type your question in the box.

4. Click the Search button.

Browse and Search

The Browse and Search tab offers you the ability to narrow your search results. In addition, the Browse and Search tab offers you the ability to locate information even when you don't know the right question to ask. With Browse and Search, you can narrow your search results by choosing an information category, a subject area, a product, or even a specific topic before asking your question. With Browse and Search, you can choose how narrowly you want to focus your search and ask your question at any time. In situations when you aren't sure what question to ask, the Browse and Search option can enable you to view all topics for a specific product, subject area, and category and receive the appropriate results.

1. Click the Browse and Search tab.

   The Category option displays a general list of content categories that are available to you such as Information Technology, Business and Professional Development, Desktop, etc.

2. Select a category from the list box.

   Note: You may ask a question without selecting a category.

   If you select a category, Search & Select will automatically display a list of subject areas that are available within that category.

3. Select a subject area from the Subject Area list.

Note: You may ask a question without selecting a subject area.

If you select a subject area, Search & Select will automatically display a list of products that are available within that subject area.

4. Select a product name from the Product list.

Note: You may ask a question without selecting a subject area.

If you select a product, Search & Select will automatically display a list of topics available for that product. In some cases, an All option may appear in the topics list.

5. In the Topics list, select a topic if available or select All.

Note: You may ask a question without selecting a topic.

Search & Select will display all results available for the selected topic even if you haven't asked a question. If you ask a question, the results will be limited to the selected topic.
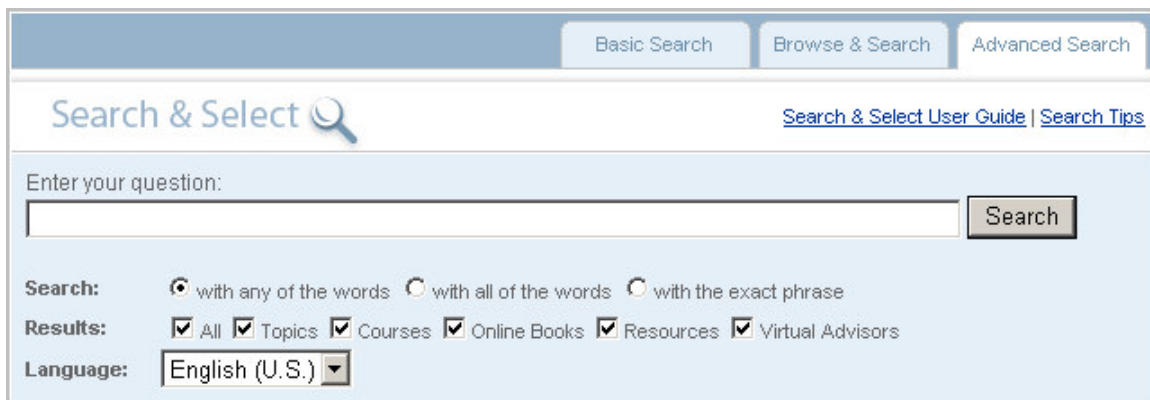
Performing an Advanced Search

Use the Advanced Search options to narrow your search results. You may choose to make your question more specific by searching for any of the words in your question, all words, or an entire phrase exactly as you typed it. You can also use the Advanced Search to narrow the media type of the results you receive. In addition, you can use the Advanced Search option to select the language of the search results returned.

The options on the Advanced Search will vary depending on the learning options available in your NETgLearning.com site. The results options will only display the learning types available on your site. For example, if you do not have online books available on your NETgLearning.com site, Online Books will not appear as one of the selectable results options.

1. Click the Advanced Search tab.

2. Type your question in the text box.

3. Select the "with any of the words" option to receive results containing any of the words that appear in your question.

    -or-

    Select the "with all of the words" option to receive results containing all of the words that appear in your question.

    -or-

    Select the "with the exact phrase" option to receive results containing the question or phrase exactly as you typed it.

4. Select the type of results you would like to receive. By default, you will receive all results available for your NETgLearning.com site. To narrow your results, select only the result types you would like to receive.

    *   Topics

    *   Courses

    *   Online Books (if available on your NETgLearning.com site)

    *   Resources

    *   Virtual Advisors (if available on your NETgLearning.com site)

Uncheck the box for any learning object type you do not want to search.

5. By default, your search results will be in the language of your NETgLearning.com site. To specify an alternate language, select it from the drop-down list.

6. Click the Search button.

Search Results

Search results are sorted by media type. In the example below, the learner received results across several types of learning objects (e.g., Topics, Courses, Books, Resources, or Advisors) that may provide an answer to his or her question.

Results Found: Topics: 50 Courses: 23 Books: 0 Resources: 21 Virtual Advisors: 5		

Topics

Name	Relevance
IBM Lotus Domino 6 for R5 Dev. Pt 3 - XML Overview	86.74%
IBM Lotus Domino 6 for R5 Dev. Pt 3 - LotusScript XML Classes	85.10%
IBM Lotus Domino 6 for R5 Dev. Pt 3 - XSLT Overview	82.43%
IBM Lotus Domino 6 for R5 Dev. Pt 3 - NotesXSLTransformer	81.92%
IBM Lotus Domino 6 for R5 Dev. Pt 3 - DXL Overview	81.67%

Found 50 Topic(s)   Page: 1 2 3 4 5 6 7 8 9 10

Courses

Name	Number	Relevance
14394 - IBM Lotus Domino 6 for R5 Dev. Pt 1 [Add to Training Plan]	14394	76.24%
14396 - IBM Lotus Domino 6 for R5 Dev. Pt 3 [Add to Training Plan]	14396	74.60%
14403 - Lotus Notes 6 - Moving to IBM Lotus Notes 6 [Add to Training Plan]	14403	74.48%
13423 - Lotus Domino R5 Sys Admin Pt 4 [Add to Training Plan]	13423	73.76%
74021 - MS Word 2002 Proficient User [Add to Training Plan]	74021	67.26%

Found 23 Course(s)   Page: 1 2 3 4 5

Resources

Name	Relevance
Coordination - understanding integration	57.42%
Estimating Costs - cost approximating	57.42%
Risk Management - analysis methods	55.39%
Participating in Virtual Meetings - making decisions in virtual teams	53.61%
The Process - initiating and planning projects	53.61%

Found 21 Resource(s)   Page: 1 2 3 4 5

Available Search Results

Your search results may include any topic available in the Thomson NETg library. Courses, Online Books and Virtual Advisors are limited to only those learning objects that are available on your NETgLearning.com site. For example, if your NETgLearning.com site does not include books, they will not appear in your results.

Below the question box, Search & Select will display the total number of titles found for each media type. You can click on each of these totals to jump to that particular area of the results screen.

For each media type, the results will display a maximum of 5 titles at one time. If Search & Select finds more than 5 titles of a particular media type that match your question, you will see links to the additional titles below the Relevance column. Page 1 displays the first 5 solutions. Click the page number links to view the other solution titles.

Search & Select can display as many as 50 titles per media type. (Maximum of 10 pages for each media type, including 5 titles on each page.)

Result Relevance

Search & Select is an intelligent performance support system. The system establishes patterns from the questions and feedback of previous learners and uses those patterns to rank the solutions. A solution with a higher percentage value should be more relevant to the question being asked. The Search & Select knowledge base evolves with each use, and returns results more quickly and accurately over time.

Accessing a Learning Result

To access a learning object, click a solution title. When you select a topic, clicking the topic title will immediately launch the topic. When you select a course, you may be given the option to add the course to your Training Plan prior to launching the course (see "Adding a Course to Your NETgLearning Training Plan" for more details).

When you select an online book, clicking the title will bring you directly into the appropriate book. When you select a resource, clicking the title will immediately access the resource. When you select a virtual advisor, clicking the title will bring you directly into the appropriate chat room and automatically initiate a conversation with a virtual advisor.

Providing Your Feedback

After accessing a solution, you have the opportunity to provide feedback on the content's overall relevance to your question. You can answer Yes or No when you see the prompt, "Did this result answer your question?" If you do not wish to provide feedback, check the "Please do not show me this message again" box.

Adding a Course to Your NETgLearning Training Plan

If you are accessing Search & Selec through NETgLearning.com, you can add course results to your Training Plan. There are two ways to add a course to your Training Plan. If yo do not want to launch the course immediately and simply want to add it to your Training Plan for later use, click the Add to Training Plan link next to the course title. You will also have the option to add the course to your Training Plan when you launch it. In the event that a course is already in your Training Plan, the Add to Training Plan option will not appear.

Note: If your organization is using an LMS outside of NETgLearning.com, the Add to Training Plan option will not appear.